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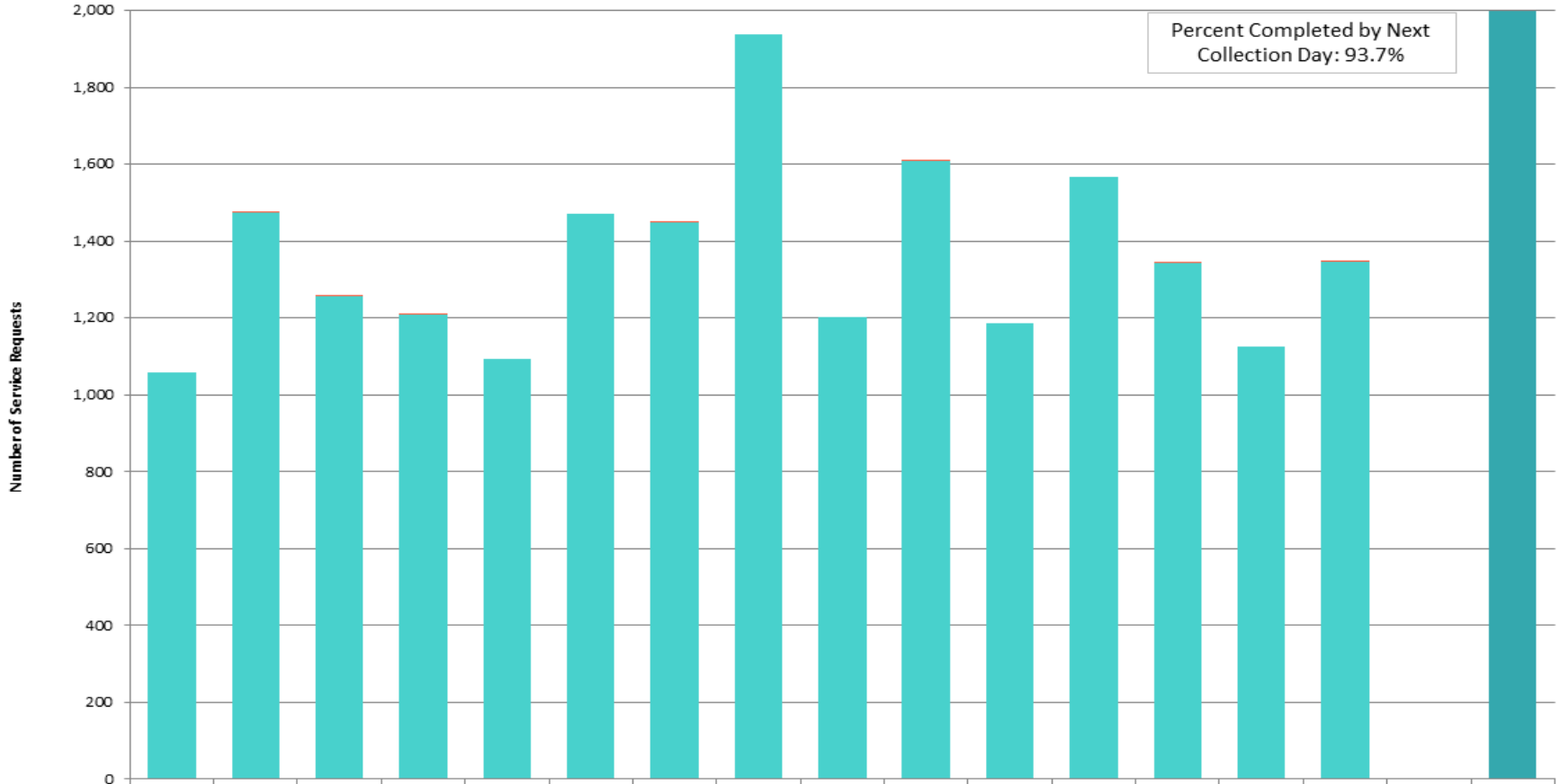
Weekly Snapshot July 05, 2020 - July 11, 2020:
Bulky Item Collection Service Requests by Council District



	CD 1	CD 2	CD 3	CD 4	CD 5	CD 6	CD 7	CD 8	CD 9	CD 10	CD 11	CD 12	CD 13	CD 14	CD 15	Grand Total	Daily Average
Total	1,058	1,476	1,258	1,209	1,094	1,471	1,450	1,937	1,201	1,608	1,188	1,567	1,346	1,125	1,348	20,336	4,067
Pending/Open	0	1	1	1	0	0	1	0	0	1	0	0	2	0	1	8	2
Closed	1,058	1,475	1,257	1,208	1,094	1,471	1,449	1,937	1,201	1,607	1,188	1,567	1,344	1,125	1,347	20,328	4,066

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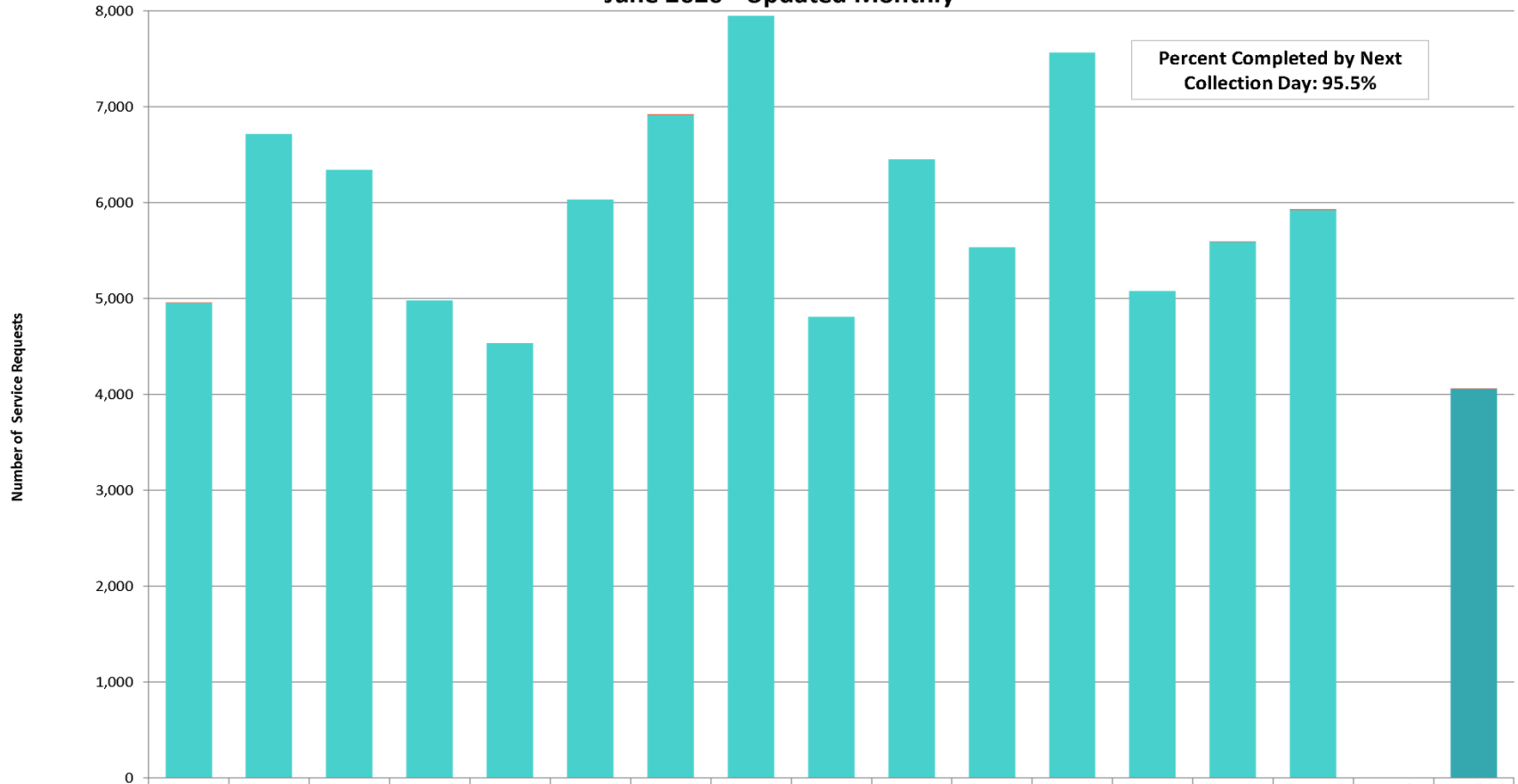
Bulky Item Collection Service Requests by Council District
June 2020 - Updated Monthly



	CD 1	CD 2	CD 3	CD 4	CD 5	CD 6	CD 7	CD 8	CD 9	CD 10	CD 11	CD 12	CD 13	CD 14	CD 15	Grand Total	Daily Average
Total	4,962	6,718	6,341	4,981	4,533	6,033	6,922	7,947	4,809	6,453	5,534	7,568	5,079	5,599	5,932	89,411	4,064
Pending/Open	2	0	0	0	0	0	1	0	0	0	0	0	0	3	6	12	1
Closed	4,960	6,718	6,341	4,981	4,533	6,033	6,921	7,947	4,809	6,453	5,534	7,568	5,079	5,596	5,926	89,399	4,064

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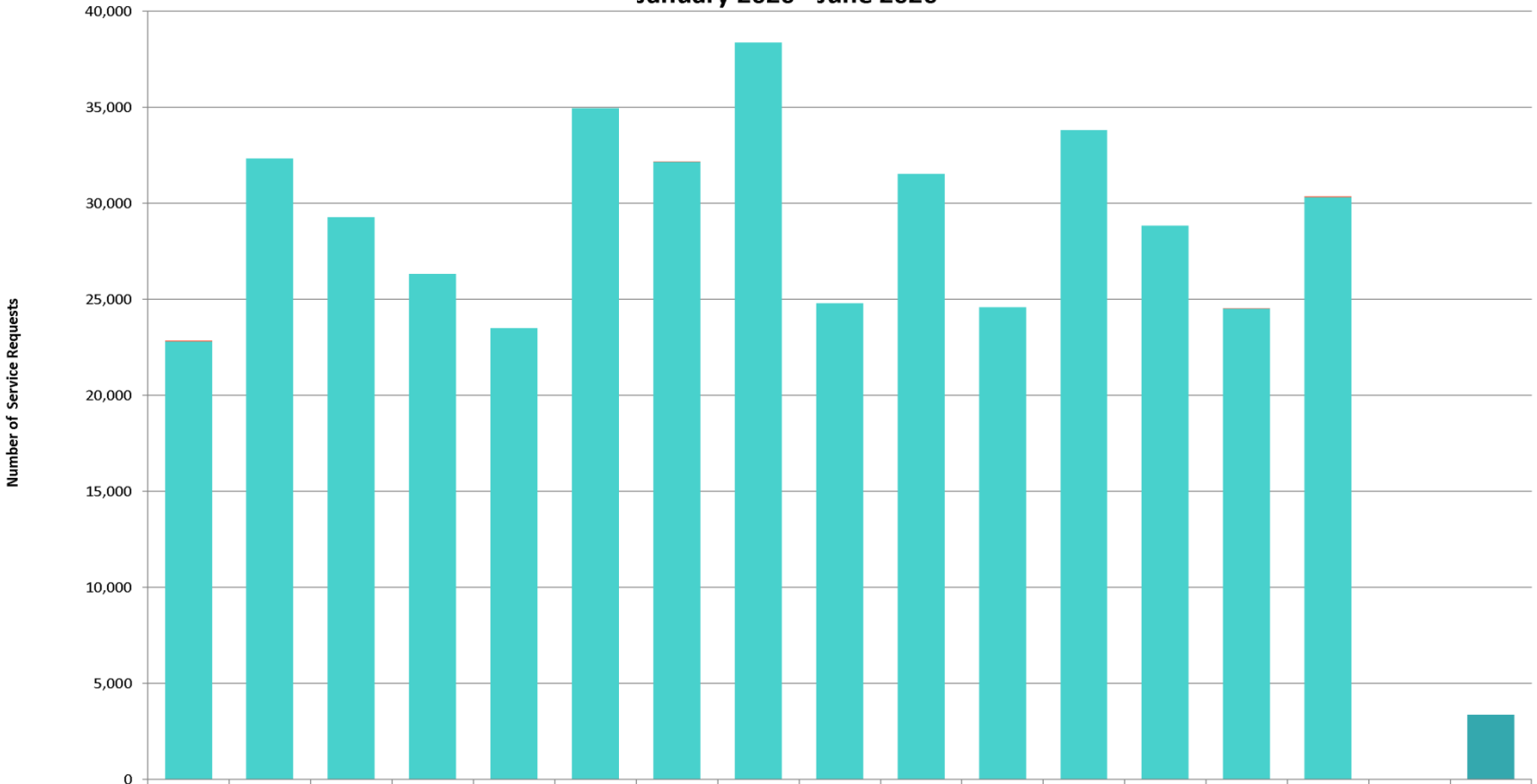
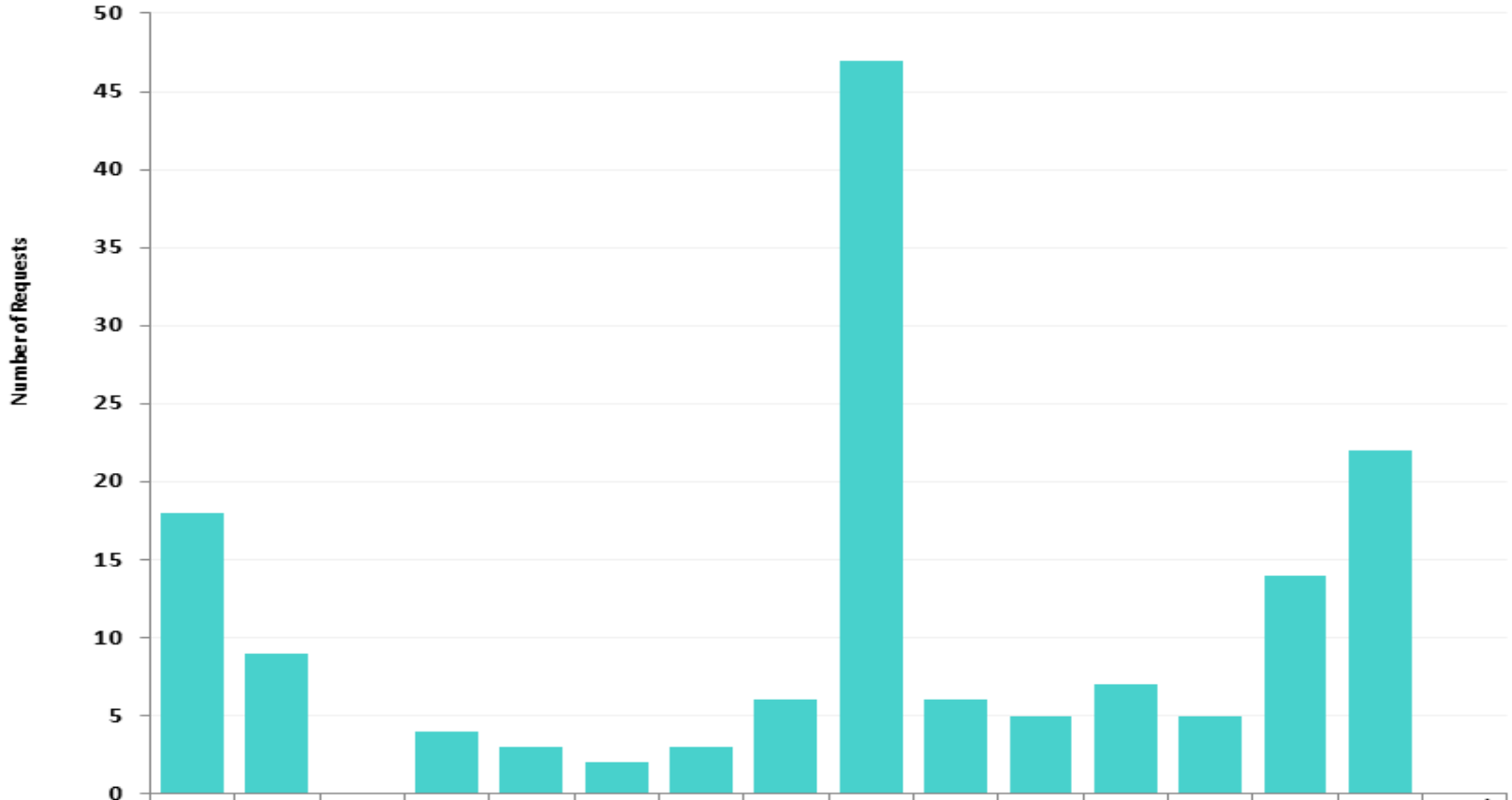
Bulky Item Collection Service Requests by Council District
January 2020 - June 2020



	CD 1	CD 2	CD 3	CD 4	CD 5	CD 6	CD 7	CD 8	CD 9	CD 10	CD 11	CD 12	CD 13	CD 14	CD 15	Grand Total	Daily Average
Total	22,846	32,346	29,280	26,331	23,494	34,961	32,172	38,378	24,795	31,538	24,590	33,815	28,830	24,537	30,360	438,273	3,371
Pending/Open	2	0	0	0	0	0	1	0	0	0	0	0	0	3	6	12	0
Closed	22,844	32,346	29,280	26,331	23,494	34,961	32,171	38,378	24,795	31,538	24,590	33,815	28,830	24,534	30,354	438,261	3,371

Weekly Snapshot 07/10/20: July CARE Open/Pending Illegal Dumping Service Requests by Council District



	CD 1	CD 2	CD 3	CD 4	CD 5	CD 6	CD 7	CD 8	CD 9	CD 10	CD 11	CD 12	CD 13	CD 14	CD 15	Total
Illegal Dumping	18	9	0	4	3	2	3	6	47	6	5	7	5	14	22	151

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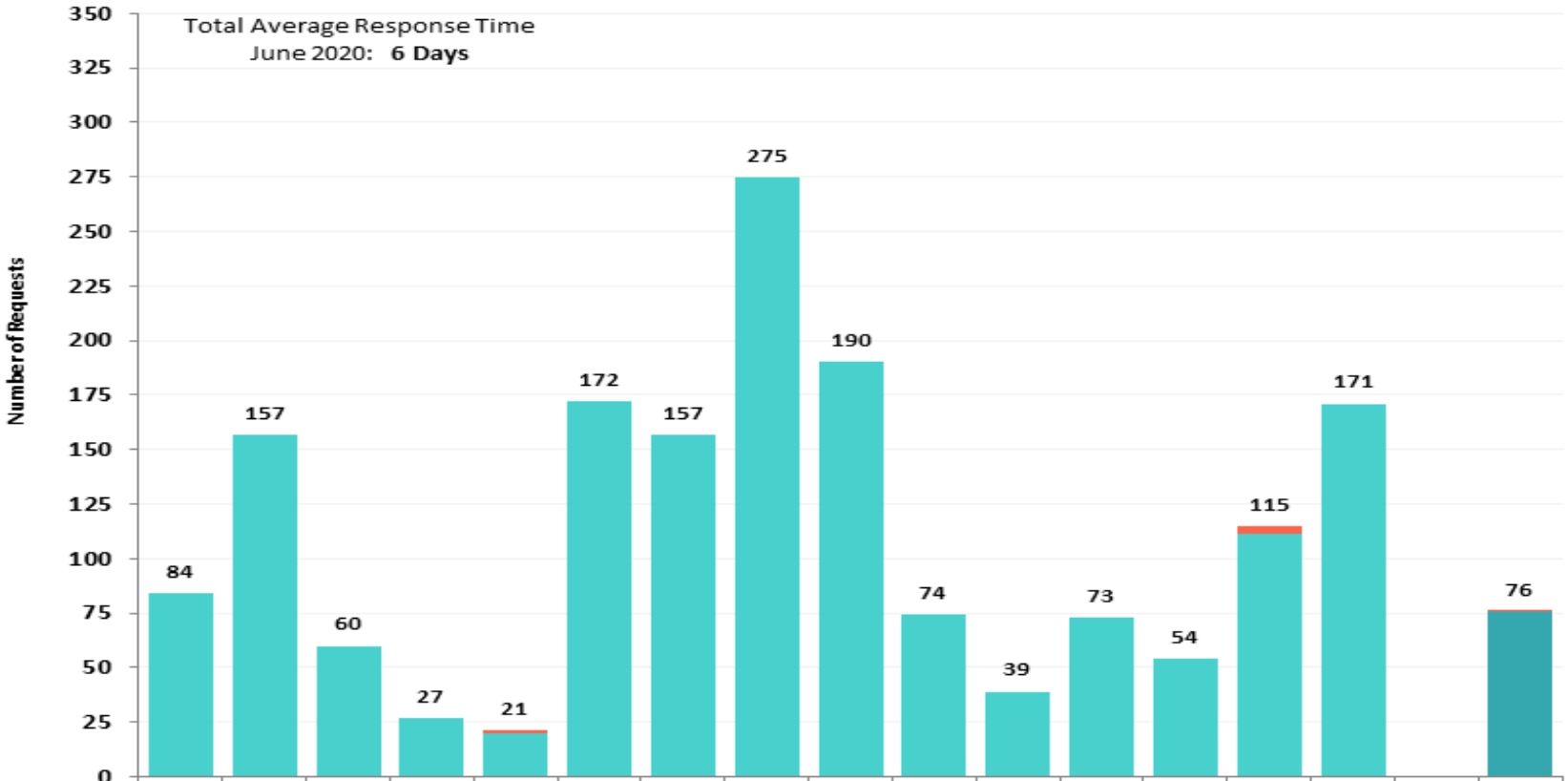
MYLA311: CARE Illegal Dumping Service Requests by Council District June 2020



	CD 1	CD 2	CD 3	CD 4	CD 5	CD 6	CD 7	CD 8	CD 9	CD 10	CD 11	CD 12	CD 13	CD 14	CD 15	Total	Daily Average
Pending	0	0	0	0	1	0	0	0	0	0	0	0	0	4	0	5	0
Closed	84	157	60	27	20	172	157	275	190	74	39	73	54	111	171	1,664	76
Total	84	157	60	27	21	172	157	275	190	74	39	73	54	115	171	1,669	76

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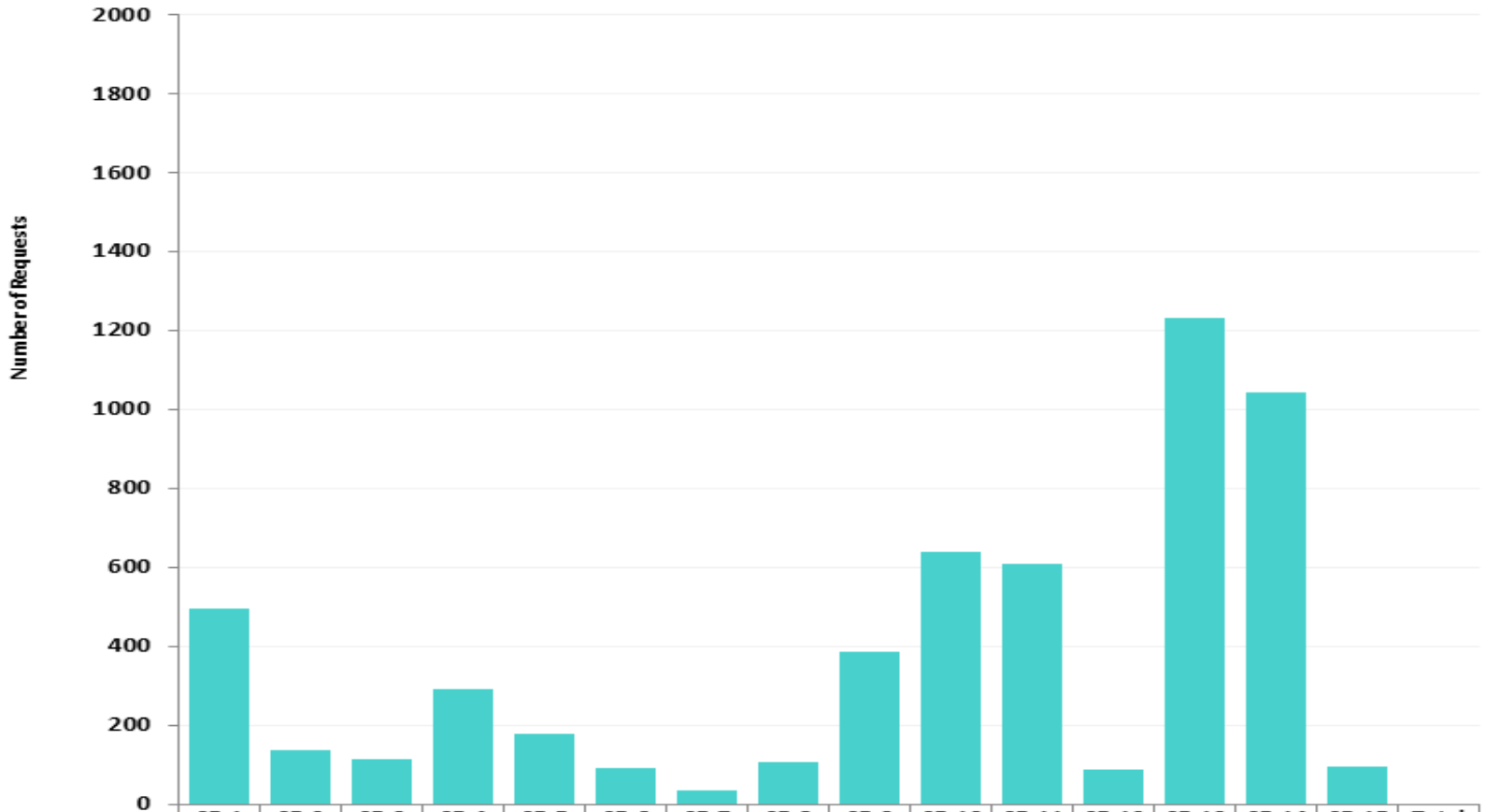
Weekly Snapshot 07/10/20: July CARE Illegal Dumping Service Request Ages Based on Ticket Creation Date

	Open/Pending	Closed in current month
22+ Days	8	3
17-21 Days	3	5
11-16 Days	4	55
6-10 Days	81	330
1-5 Days	55	256
Total	151	649

Weekly Snapshot 07/10/20: July CARE Open/Pending Homeless Encampment Service Requests by Council District



	CD 1	CD 2	CD 3	CD 4	CD 5	CD 6	CD 7	CD 8	CD 9	CD 10	CD 11	CD 12	CD 13	CD 14	CD 15	Total
Homeless Encampments	497	138	114	293	179	91	35	108	385	638	608	88	1232	1043	95	5,544

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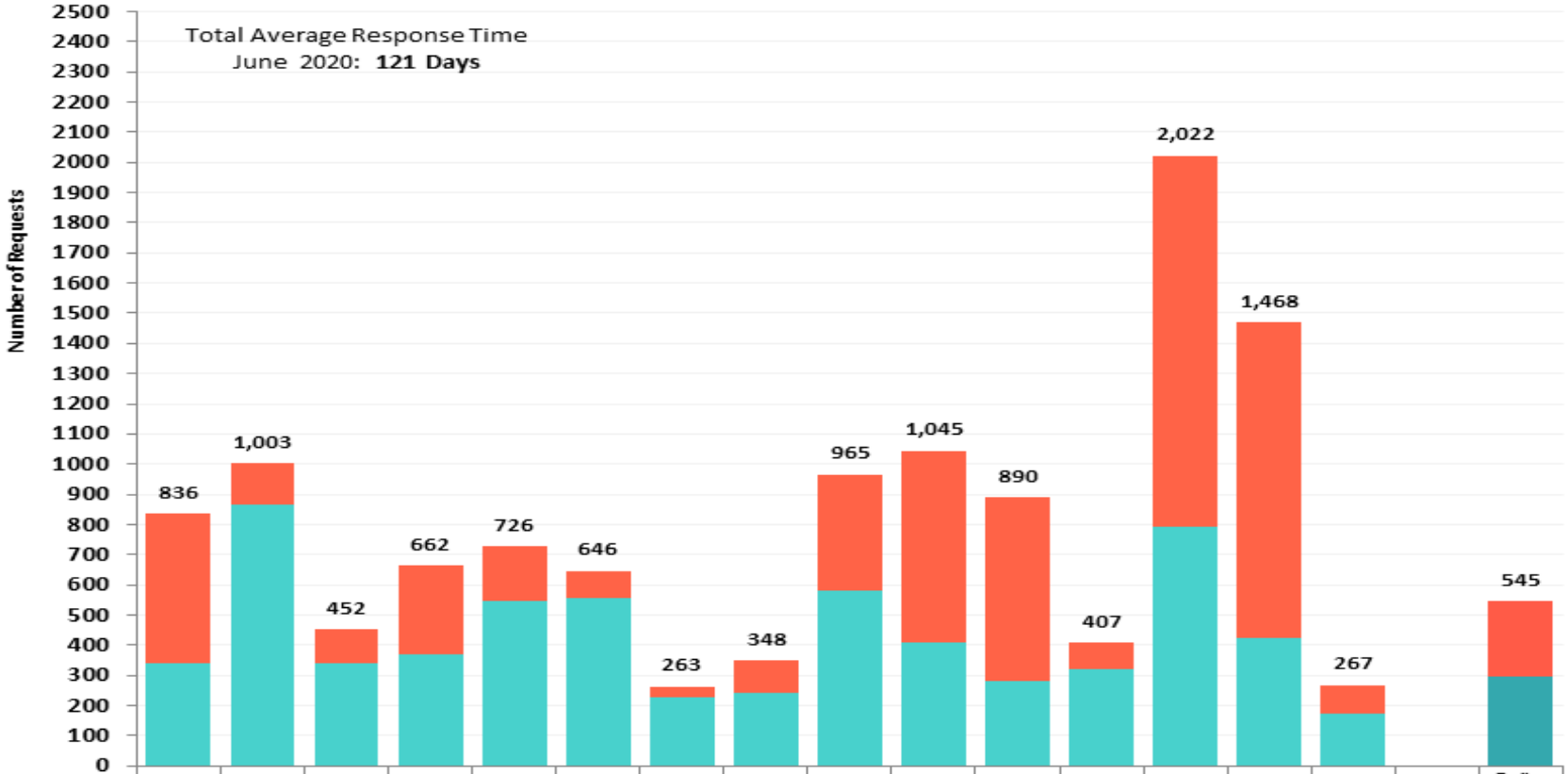
MYLA311: CARE Homeless Encampment Service Request by Council District June 2020



	CD 1	CD 2	CD 3	CD 4	CD 5	CD 6	CD 7	CD 8	CD 9	CD 10	CD 11	CD 12	CD 13	CD 14	CD 15	Total	Daily Average
Pending	497	138	114	293	179	91	35	108	385	638	608	88	1232	1043	95	5,544	252
Closed	339	865	338	369	547	555	228	240	580	407	282	319	790	425	172	6,456	293
Total	836	1,003	452	662	726	646	263	348	965	1,045	890	407	2,022	1,468	267	12,000	545

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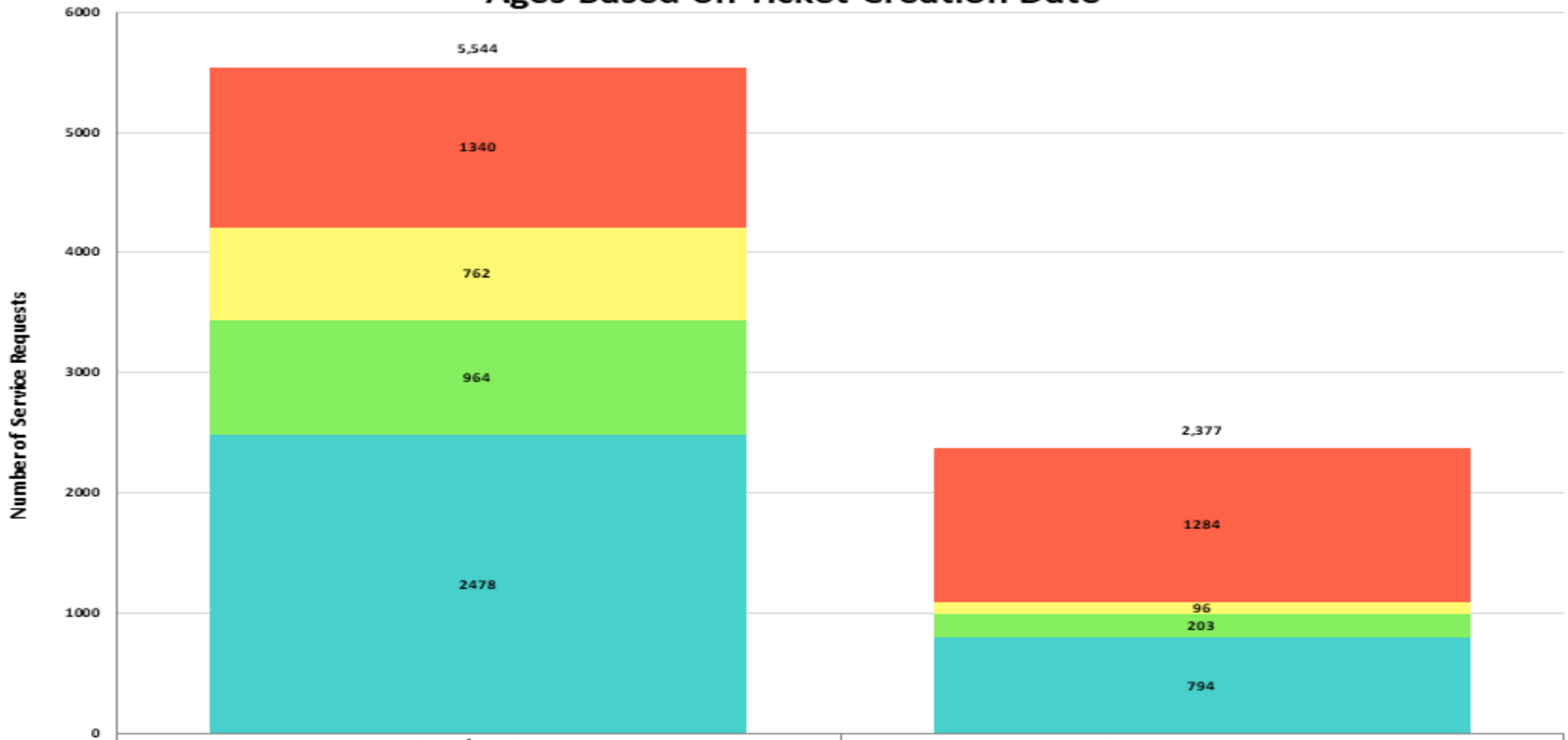
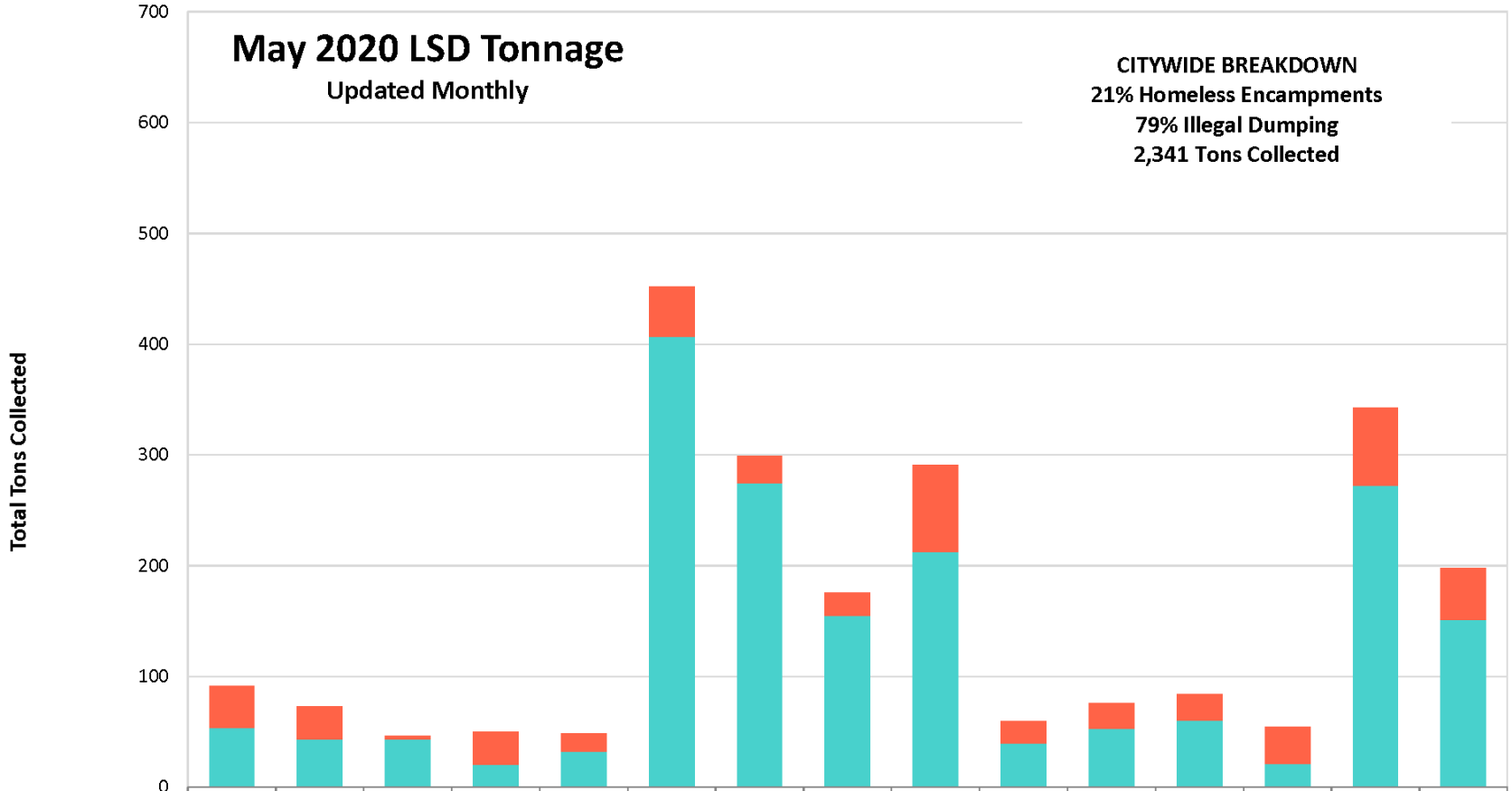
Weekly Snapshot 07/10/20: July CARE Homeless Encampment Service Request Ages Based on Ticket Creation Date



	Open/Pending	Closed in current month
91+ Days	1340	1284
61-90 Days	762	96
31-60 Days	964	203
1-30 Days	2478	794
Total	5,544	2,377



	CD1	CD2	CD3	CD4	CD5	CD6	CD7	CD8	CD9	CD10	CD11	CD12	CD13	CD14	CD15
Homeless Encampments	37.91	29.27	3.51	30.02	16.57	45.13	23.93	20.96	78.37	20.03	22.80	23.66	33.25	70.45	46.77
Illegal Dumping	53.53	43.65	43.11	20.16	32.19	406.53	274.80	154.55	212.31	39.37	52.86	60.09	21.43	272.45	151.12
Grand Total	91.44	72.92	46.62	50.18	48.76	451.66	298.73	175.51	290.68	59.40	75.66	83.75	54.68	342.90	197.89

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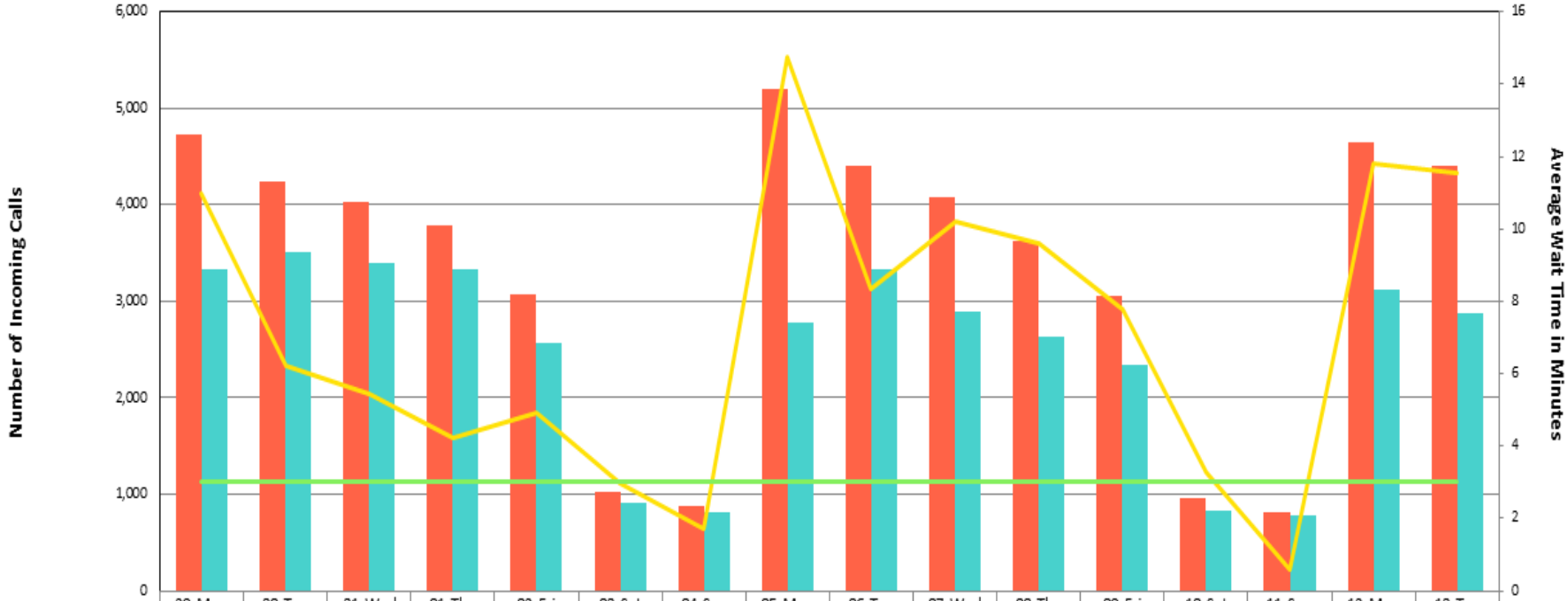
Customer Care Center Call Volume and Wait Times: July 29, 2019 to August 13, 2019



	29-Mon	30-Tue	31-Wed	01-Thu	02-Fri	03-Sat	04-Sun	05-Mon	06-Tue	07-Wed	08-Thu	09-Fri	10-Sat	11-Sun	12-Mon	13-Tue
Incoming Calls	4,725	4,239	4,027	3,783	3,078	1,032	876	5,195	4,401	4,071	3,630	3,060	954	807	4,654	4,397
Calls Answered	3,332	3,502	3,400	3,331	2,573	908	816	2,776	3,332	2,895	2,629	2,336	833	775	3,118	2,871
% Answered	71%	83%	84%	88%	84%	88%	93%	53%	76%	71%	72%	76%	87%	96%	67%	65%
Avg Wait Time	10.98	6.20	5.45	4.21	4.92	2.96	1.71	14.74	8.32	10.19	9.61	7.76	3.25	0.60	11.83	11.54
Target Wait Time	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3

Incoming Calls Calls Answered Avg Wait Time Target Wait Time

On Aug 14, LA Sanitation switched to a new Interactive Voice Response (phone) system. The calls are routed and answered by our agents. Data is unavailable after this date as we are still fine tuning our new system.